

TO: Secretary Riley
FROM: COO Greg Woods
OSFA
RE: Weekly Report
DATE: October 10, 2000

PRINCIPAL OFFICE'S WORK ON PRESIDENTIAL INITIATIVES

Nothing to report.

OFFICIAL'S ACTIVITIES

Leadership Forum: COO Greg Woods is invited to speak at the Leadership Forum on October 16, 2000, at American University in Washington, D.C.

DEPARTMENT NEWS

Modernization Blueprint: A new draft of the Modernization Blueprint is scheduled to be available on October 31, 2000.

National Student Loan Default Rate: October 2, 2000. President Clinton announced the FY1998 National Student Loan Default Rate at a White House Press Conference. The President announced that the national student loan default rate is 6.9 percent, the lowest rate ever and one-third the 22.4 percent rate when he took office. The White House press release can be found at <http://www.whitehouse.gov>. Additional information on default rates can be found at <http://www.ed.gov/offices/OSFAP/defaultmanagement/cdr.html>

Customer Service One-Call: SFA announced a new approach to helping customers find answers to questions about Title IV Student Financial Assistance (SFA) programs. In the course of the SFA Customer Service Task Force listening sessions, many customers suggested improvements to the call response questions and answer service. Customers were recently notified of a single point of contact. The **Customer Service Call Center (CSCC)** is that one place in the Schools Channel of SFA where financial aid professionals may call for answers to their questions.

CONGRESSIONAL TESTIMONY

Nothing to report.

LEGISLATIVE ACTIVITY

Nothing to report.

REPORTS

OIG Entrance Conference: OIG entrance conference for an Audit of Foreign School Default Rates. The object of the audit is to evaluate the validity of data submitted by foreign schools regarding default rates.

GAO Letter: GAO issued a letter report on changes in college tuition and fees compared with changes in median incomes. In summary, in the last five years private colleges have continued to become less affordable when compared to median household incomes while public colleges have become slightly more affordable. Four-year private colleges increased 31%, a faster rate than median household income and the CPI. The 25% increase at both 2- and 4-year public colleges was slightly less than the increase in median household income, but about twice the increase of the CPI.